

How do NAVCA Performance Standards help local infrastructure organisations?

The Performance Standards have been mapped against several quality frameworks including PQASSO, Matrix and the Community Legal Services Quality Mark. Working to the Performance Standards will provide local infrastructure organisations with the evidence they need when being assessed against these and other systems.

The Performance Standards have also been mapped against the 'Indicators of Strong Communities' used by the Government's Safer and Stronger Communities Fund – all of which are covered by the Performance Standards. So working to the Performance Standards will demonstrate how a local infrastructure organisation is playing a part in achieving the Indicators.

Find out more

To download a copy of the NAVCA Performance Standards visit www.navca.org.uk (this link will take you to the NACVS website until June 2006 when the new NAVCA name and website will be officially launched), or contact Andrea Allez, Performance Improvement Manager at quality@navca.org.uk

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NAVCA Performance Standards



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NAVCA Performance Standards



What are the NAVCA Performance Standards?

The NAVCA Performance Standards are a set of outcomes-based quality standards for all local infrastructure organisations delivering key services to the local voluntary and community sector.

These services – Development, Support, Liaison, Representation and Strategic Partnership work – are the essential functions of a local infrastructure organisation and are therefore covered by the Performance Standards.

How can the NAVCA Performance Standards be used?

They can be used by any local infrastructure organisation delivering one or more of the five services. Organisations can use them to assist with strategic planning, monitoring and evaluating their work, and to benchmark themselves against other local infrastructure organisations.

These Performance Standards assume a commitment to quality, which the local infrastructure organisation must demonstrate by implementing a quality assurance system. NAVCA recommends using the PQASSO quality assurance system as it is custom-made for the voluntary and community sector.

What do the Performance Standards contain?

There are five Performance Standards, grouped into two areas:

Development, Support and Liaison

Standard 1:

The organisation pro-actively identifies needs in the local community and facilitates improvement in service provision to meet those needs.

Standard 2:

The organisation assists local voluntary and community organisations to function more effectively and deliver quality services to their users, members or constituents.

Standard 3:

The organisation facilitates effective communication or networking and collaboration amongst local voluntary and community groups.

Representation and Strategic Partnership work

Standard 4:

The organisation enables the diverse views of the local voluntary and community sector to be represented to external bodies, facilitating effective two-way communication.

Standard 5:

The organisation enhances the voluntary and community sector's role as an integral part of planning local services and policy making.

Each Performance Standard is presented with a set of required outputs and activities, and outcomes.